



# Access Guide

**SYDNEY OPERA HOUSE** 

## **Sydney Opera House** **Inspiring Experiences for All People** **Access Guide**

### **About The Guide**

Welcome to Sydney Opera House! This guide has been designed to help you plan your visit. For ease of reference the guide has four main sections to assist you:

- General Information
- Planning your Visit
- Getting to the House
- Getting around the House

For the most up to date information on performances and events at Sydney Opera House refer to our quarterly Access Newsletter and bi-monthly Events Diary in the access section of our website [sydneyoperahouse.com](http://sydneyoperahouse.com). In addition, there is a new site mobility map located on our website.

Large  
Print

### **Alternative Formats**

The Access Guide is available in Braille and large print version upon request. Please contact:

Telephone: 61 2 9250 7175

Email: [infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com)

Customers who are deaf or have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7175
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7175
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7175

Copies of the Access Guide are also available online at [www.sydneyoperahouse.com](http://www.sydneyoperahouse.com).

If you have any feedback about Sydney Opera House's accessible services

Email: [infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com)

Mail: Sydney Opera House  
GPO Box R239, Royal Exchange  
Sydney NSW 1225  
Australia

### **Acknowledgements**

This guide has been created with the assistance of Accessible Arts, Vision Australia and feedback from our customers.

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## General Information

### Who We Are

Sydney Opera House is one of the busiest performing arts centres in the world, providing over 1,600 performances each year. Sydney Opera House has seven primary venues: the Concert Hall, Opera Theatre, Drama Theatre, Playhouse, The Studio, Forecourt and Utzon Room. The performance experience is broadened with a harbour side precinct that offers dining, shopping and entertainment opportunities.

Sydney Opera House is State, National and World Heritage listed. As a performing arts centre, Sydney Opera House promotes and supports many performing arts companies, including the four key resident companies: Sydney Symphony, Opera Australia, Sydney Theatre Company and The Australian Ballet as well other many other important Australian companies and artists.

Sydney Opera House's own programming *Sydney Opera House Presents* offers an eclectic mix of over 700 performances a year ranging from artistic and cultural activities through to educational and experimental programs for all ages.

### Artistic Vision

Our artistic role is to bring life to the spirit and imagination of our community by delivering the best, most innovative arts programs possible. Sydney Opera House is a place for everyone. We will attract the widest possible audiences by creating an inspiring range of activities which will make them want to return for more. In delivering this vision we intend to introduce new artists and new audiences to Sydney Opera House.

### Access Policy Statement

Sydney Opera House is committed to ensuring that it is recognised as a leader and innovator in providing barrier free access, so making the building, site and experiences accessible to all people.

Sydney Opera House is committed to the following access principles:

- Access solutions promote positive community attitudes about people with disabilities;
- Access issues are integrated early in the planning stage of initiatives;
- Attempts will be made to develop access solutions that achieve barrier free and independent access (e.g. people with disabilities use the same access routes as people without disabilities wherever possible);
- Initiatives will comply with relevant disability access standards and legislation;
- Access Audits to determine access requirements will be undertaken for all areas and key initiatives;
- Consultation with people with a disability will be undertaken for key initiatives; and
- Access solutions are in synergy with the heritage values of Sydney Opera House.

### **History of Access and Plans for the Future**

Sydney Opera House was designed in the 1950's at a time when disability access was not a major building consideration and therefore we recognise that limitations exist in and around the site particularly relating to physical access.

We strive to overcome these barriers and continue to make improvements to better meet the needs of people with disabilities. Our Access Strategic Plan 2009-12 has been developed in consultation with key stakeholders to improve disability access over the coming years with the ultimate focus on the customer experience.

Major access improvements to public areas and facilities at Sydney Opera House are underway. Sydney Opera House's first 40 person public lift and indoor escalators are now operating providing improved access for all our customers.

Work will continue on improving access at Sydney Opera House for all customers.

## Planning Your Visit

### 1.0 Accessible Services



#### Accessible Seating

There are a number of wheelchair and companion seating locations in all theatres. We recommend finalising your booking for accessible and companion seating early.

To request accessible seating call Box Office on 61 2 9250 7777 or email your request to [bookings@sydneyoperahouse.com](mailto:bookings@sydneyoperahouse.com)

For specific access requests, visit [sydneyoperahouse.com/access](http://sydneyoperahouse.com/access) and complete the online form.

Customers who are deaf or who have a hearing impairment can call Sydney Opera House (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7777
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7777
- Internet relay users connect to the NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7777

#### Courtesy Wheelchairs

A limited number of courtesy wheelchairs are available one hour before performances for patrons attending events in the Concert Hall and Opera Theatre. They are available by the entrance of the new corridor through to the Western Foyers (at the top of the escalators).

Front of House staff are happy to arrange for patrons to borrow these wheelchairs but are unable to leave their posts to assist patrons moving around the Sydney Opera House. It is therefore **strongly recommended** that patrons who do not normally use a wheelchair bring a friend or companion along to assist them in manoeuvring the wheelchair around the building.

Front of House Staff are not able to assist patrons in transferring to seats or to provide personal attendant services.

Wheelchairs are also available at the Concert Hall cloakroom located on the Upper Level, opposite Bistro Mozart.



#### FM Radio System

An FM Radio system is available in all theatres. Receivers and headsets are free of charge and can be obtained from the nearest cloakroom prior to the performance. Customers will be required to give cloakroom staff a driver's licence, seniors' card or credit card as security. These will be returned to you when the receiver is returned to the cloakroom.

The FM system is also compatible with hearing aids via an Induction Loop. When the hearing aid is switched to the 'T' position, the wearer will receive the program sound through the hearing aid. Please enquire at the cloakroom for this service.



### **Induction Loop**

The Induction Loop facility, which amplifies sound in the Playhouse, Concert Hall, Drama and Opera Theatres and at Box Office counter windows, is accessible by customers with hearing aids having a 'T' switch. To use the loop system, ensure your hearing aid is set to the 'T' switch position. Please note that the Induction Loop gives different coverage in certain areas of the theatres.

Please advise the Box Office of your requirements when booking tickets. If booking online please visit [sydneyoperahouse.com/access](http://sydneyoperahouse.com/access), complete the online form and advise any hearing assistance requirements.



### **Audio Description**

An Audio Description service to enhance the experience of customers who are blind or have low vision is offered in the Drama Theatre. In collaboration with Sydney Theatre Company, and with the assistance of Vision Australia, this service is complimentary.

Audio description is a live commentary of the visual elements of a performance, by trained audio describers. Audio description is relayed via a discreet headset linked to the FM listening system.

For information on booking audio described performances and to book your headset, please contact Sydney Theatre Company Box Office directly on 9250 1777 or email [boxoffice@sydneytheatre.com.au](mailto:boxoffice@sydneytheatre.com.au)

For more information on Audio Description visit Vision Australia Website at [www.visionaustralia.org.au](http://www.visionaustralia.org.au)



### **Captioning**

Some Sydney Theatre Company and Bell Shakespeare Productions are captioned. Aimed at people who have a hearing disability, captions are prepared in advance from the script of a performance and 'cued' by a live captioner during the performance as the actor on stage speaks his/her lines. This enables the audience to read what is being said at the same time it is being performed. Captions are displayed on LCD screens mounted on the walls on the sides of the stage. The caption screens are visible from selected seats in the Drama Theatre. When booking seats for captioned performances, please ensure that you request 'Caption Seats' which is suitable for best viewing of the caption screens.

### **Surtitles**

Surtitles in English are projected above the Opera Theatre stage for most opera productions. Some seats are not able to view the surtitles so please

advise the Box Office of your requirements when booking tickets. If booking online please visit [sydneyoperahouse.com/access](http://sydneyoperahouse.com/access), complete the online form and advise your access requirements regarding surtitles.



### **Assistance Animals**

Assistance animals are welcome inside all areas of Sydney Opera House. To ensure appropriate seating is allocated please advise your requirements when booking. If booking online please visit [sydneyoperahouse.com/access](http://sydneyoperahouse.com/access), complete the online form and advise your access requirements.



### **National Relay Service**

Those customers who are deaf or have a hearing or speech impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7777
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7777
- Internet relay users connect to the NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7777



### **Accessible Toilets**

Accessible toilet facilities are located:

- On the Lower Level near the Sidewalk Café
- Inside the Western Foyer - there are two facilities one located next to the Playhouse and one between The Studio and the Drama Theatre, open all day till theatres close
- On the Upper Level near the Information Desk

## **1.1 Booking a Performance**

### **Ticketing Policy**

Our ticketing policy allows customers requiring wheelchair seating for Sydney Opera House performances to purchase a wheelchair place for themselves and a seat for their companion at the lowest concession ticket price available for the selected performance. Where no concessions are available, the wheelchair space and one companion seat will be sold at the lowest price available for the event. Additional companions can purchase tickets on the standard pricing basis.



### **Companion Card**

The NSW Companion Card is recognised for performances and events hosted by *Sydney Opera House Presents, The Essential Tour* (including Access Tour) and performances of The Australian Ballet, Sydney Symphony and Sydney Theatre Company. Cardholders will not be required to pay for the cost of tickets for their attendant carer.

At the time of ticket purchase cardholders may either fax, email or mail a copy

of their valid cardholder identification. Alternatively, the Card may be presented in person at the Box Office. Cardholders will then be issued with a second complimentary ticket for their attendant carer. A copy of the Card may be kept on file for future ticket purchases.

Please note that the Card may not be recognised for events staged by other presenting companies, please enquire when booking.

## **BOOKINGS**

### **Online**

Bookings can be made online 24 hrs, seven days a week. For specific access requirements, please visit [sydneyoperahouse.com/access](http://sydneyoperahouse.com/access) and complete the online form. This enables us to allocate seating for customers who are accompanied by an assistance animal, and best available seating with sightlines to caption screens or surtitles.

### **By telephone or e-mail**

You are able to book a performance by telephone or e-mail and we can arrange for the tickets to be posted to you in advance. Please email [bookings@sydneyoperahouse.com](mailto:bookings@sydneyoperahouse.com). Customers who are deaf or have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7777
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7777
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7777

Call Centre hours of operation:

Monday to Saturday from 9:00am to 8.30pm

Sunday from 10.00am to 6.00pm

### **In person**

The Main Box Office is located on the Upper Level of the building (which takes 42 steps). Wheelchair access is via the public lift on the Lower and Ground Levels. All performance tickets are available for purchase from the Box Office.

The Western Foyers Box Office on Ground Level is open one hour prior to performances in the Western Theatres for the collection of tickets to performances in the Western Theatres.

Box Office hours of operation:

Monday to Saturday from 9:00am to 8.30pm

Sunday from two hours prior to performances

Please note that Sydney Opera House and its Box Offices and Call Centre are closed Good Friday and Christmas Day. This is subject to alteration.

## 1.2 Taking a Tour

Tours depart every half hour between 9.00am and 5.00pm from the Tours Meeting Point located on the Lower Level. *The Essential Tour* runs for one hour and takes you on a journey through the extraordinary history and architecture of the building. There are approximately 300 steps on this tour.

Visitors using hearing aids can now enjoy *The Essential Tour*. We now have head sets for *The Essential Tour* which are compatible with the hearing aid T-Loop setting. If you would like to use this new service, please ensure you advise our staff at the time of purchasing your tour ticket.

### BOOKINGS

#### By telephone

To ensure we meet your access needs and to confirm pricing please call 61 2 92507250.

Customers who are deaf or have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7250
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7250
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7250

#### Online

24 hour bookings can be made at [sydneyoperahouse.com](http://sydneyoperahouse.com). Please note that discounted rates apply for online bookings.

#### In person

Bookings can also be made in person at the Guided Tours Desk, open 8:30am to 5.00pm seven days a week. The Tours Desk is located next to the Information Desk on the Upper Level, and can be accessed via the public lift from the Lower and Ground Levels.

Cost of the one hour tour is:

Adult: \$35.00

Concession\*: \$24.50

Family Price: \$90.00 (2 adults + 2 children under 16)

Private Tour: \$455.00 (price for 1-13 people)

The Companion Card is accepted.

\*Concessions apply to Australian seniors/students/children 16 and under. Prices include GST and are subject to change.



### **Access Tours**

Access Tours depart from Stage Door daily at 12:00pm and operate for one hour. Tours are designed for customers with mobility restrictions. Bookings are essential, please ensure you book in advance as places are limited. To book an Access Tour call Tourism on 61 2 9250 7250 or email [tourism@sydneyoperahouse.com](mailto:tourism@sydneyoperahouse.com). Customers who are deaf or who have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7250
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7250
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7250

Please note that there are no online sales for the Access Tour.

### **1.3 Dining**



#### **Western Foyer Café**

This stunning outdoor Café is situated under the Colonnade on the Western Broadwalk outside the Western Foyer and is wheelchair accessible. The Colonnade is Sydney Opera House's first exterior alteration since the building opened.

The Western Foyer Café serves a delightful range of simple but stylish light meals, snacks and tempting desserts. Enjoy a relaxing afternoon or early evening looking out at the spectacular vista of the Harbour Bridge and The Rocks.

Open seven days a week from 11.00am until late (dependent on performances in surrounding theatres).

Telephone: 61 2 9250 7565  
Web: [sydneyoperahouse.com](http://sydneyoperahouse.com)

Customers who are deaf or have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7565
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7565
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7565

#### **Guillaume at Bennelong**

Under the direction of celebrated French chef Guillaume Brahimi, Guillaume at Bennelong offers contemporary Australian cuisine with a classical French influence in one of Sydney's most striking dining spaces.

Open for dinner Monday to Saturday and lunch Thursdays and Fridays.  
Pre-theatre available from 5.30pm, and post performance for supper.

Located on the Upper Level, wheelchair access is limited and is via Stage Door on Ground Level. Bookings are essential.

For reservations and further enquiries:

Telephone: 61 2 9241 1999

Email: [enquiries@guillaumeatbennelong.com.au](mailto:enquiries@guillaumeatbennelong.com.au)

Web: [www.sydneyoperahouse.com](http://www.sydneyoperahouse.com) or [www.guillaumeatbennelong.com.au](http://www.guillaumeatbennelong.com.au)



### **Opera Bar**

Boasting a number of dining options accompanied by stunning views, Opera Bar offers light pre-performance meals and post performance supper, with fast service and billing. Live music acts perform every week. Located on the Lower Level, wheelchair access is via a ramp at the southern entrance to the Lower Level, along the sea wall. Direct wheelchair access is available from the Sydney Opera House Car Park and via the public lift on Ground Level.

Opera Bar is open seven days from 11:30am until late.

Telephone: 61 2 9247 1666

Fax: 61 2 9247 5666

Email: [mail@operabar.com.au](mailto:mail@operabar.com.au)

Web: [www.sydneyoperahouse.com](http://www.sydneyoperahouse.com) or [www.operabar.com.au](http://www.operabar.com.au)



### **Sidewalk Café and Bar**

Providing light, quality meals and snacks at affordable prices, either eat in the alfresco harbour side setting or take away. Located on the Lower Level, wheelchair access is via the southern entrance to the Lower Level, along the sea wall. Access is also available via the public lift on Upper and Ground Levels and from the Sydney Opera House Car Park.

Open seven days from 8.00am until late.

Telephone: 61 2 9247 0481

Fax: 61 2 9247 0480



### **Bistro Mozart**

Operated under the direction of well known Sydney chef Guillaume Brahimi, Bistro Mozart offers theatre patrons quality meals two hours prior to all Opera Theatre or Concert Hall performances.

Located on the Upper Level, wheelchair access is via the public lift on the Lower and Ground Levels.

Bistro Mozart is closed on Sundays and Public Holidays.



### **Theatre Bars (in Foyers and on Forecourt)**

Theatre Bars is the perfect place to begin your evening at the Sydney Opera House. Meet pre-show for a casual drink or quick snack, and enjoy stunning harbour views from inside or outside this Australian icon.

Bar Outlets are located in the Concert Hall, Opera Theatre and Western Foyer (Drama Theatre, The Studio and The Playhouse) of Sydney Opera House. Open 1 hour prior to performance and during intervals. To avoid interval queues, pre-order your interval drinks on arrival, or contact us in advance to pre-purchase drink vouchers.

Tel: +61 2 9250 7868

Fax: +61 2 9250 7379

## **1.4 Shopping**



### **Sydney Opera House Store**

Located on the Upper Level and on the Lower Level the Sydney Opera House Stores offer an exciting range of official merchandise including gifts and souvenirs, books, CDs, prints, posters, videos and more.

The Upper Level Store (which takes 42 steps) is open every day from 9:00am to 6.15pm or after the first interval on performance nights. It is accessible via the public lift on the Lower and Ground Levels.

The Lower Level Store is open 9:00am to 5:00pm Monday to Sunday and is wheelchair accessible via the southern ramp to the Lower Level along the sea wall. It is also accessible via the public lift on the Upper and Ground Levels and from the Sydney Opera House Car Park.

Upper Level Store

Telephone: 61 2 9250 7858

Web: [www.sydneypoperahouse.com](http://www.sydneypoperahouse.com)

Lower Level Store

Telephone: 61 2 9250 7543

Web: <http://www.sydneypoperahouse.com>

Customers who are deaf or have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7543
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7543
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7543



### **Purely Australian Clothing Co.**

Located on the Lower Level, the Purely Australian Clothing Co, stocks 100% Australian made clothing products which provide excellent value for money. This includes knitwear, adventure wear, T-shirts and sweats which are renowned for quality, innovative design and styling.

It is wheelchair accessible via the southern ramp to the Lower Level along the sea wall. It is also accessible via the public lift on the Upper and Ground Levels and from the Sydney Opera House Car Park.

Open seven days from 9.00am to 6.00pm

Telephone: 61 2 9251 5952

Fax: 61 2 9251 5952



### **Barrington's Jewellery**

Located on the Lower Level, Barrington's sells an exquisite range of jewellery and gems from Australia and the South Pacific. Come in and spend some time with the highly trained and friendly staff, all of who are happy to share their expertise and knowledge of Australia's gems.

It is wheelchair accessible via the southern ramp to the Lower Level along the sea wall. It is also accessible via the public lift on the Upper and Ground Levels and from the Sydney Opera House Car Park.

Open Monday to Saturday 9:30am to 7:30pm

Sunday 10.00am to 6.00pm

Telephone: 61 2 9247 7031

Email: [barringtonsj@bigpond.com.au](mailto:barringtonsj@bigpond.com.au)



### **Sydney Opera House Market**

Located on the Forecourt, which has a granite cobblestone surface, the Sydney Opera House Market presents an eclectic selection of handmade Australian arts and crafts.

All the products on sale are handmade and most artisans are available to talk about their work. You'll find art and craft, jewellery, photography and much more.

Open from 9.00am to 5.00pm Sundays (subject to weather and outdoor events)

## Getting to the House



### 2.0 Transport

#### Public Transport

Circular Quay is a 5 to 7 minute walk from the Sydney Opera House. You can catch buses, trains, and ferries to Circular Quay. To ensure your public transport needs can be met and for further information please contact:

Sydney Buses

[www.sydneybuses.nsw.gov.au](http://www.sydneybuses.nsw.gov.au)

Transport Infoline: 131 500

Fax: 61 2 8202 2111

TTY 1800 637 500

CityRail

[www.cityrail.info](http://www.cityrail.info)

Transport Infoline: 131 500

Fax: 61 2 8202 2111

TTY 1800 637 500

Sydney Ferries

[www.sydneyferries.info](http://www.sydneyferries.info)

Transport Infoline: 131 500

Fax: 61 2 8202 2111

TTY 1800 637 500

#### Complimentary Shuttle Bus

Sydney Opera House's Complimentary Shuttle Bus is designed especially for elderly and less mobile customers. Seating is limited and available on a first come, first served basis.

The bus runs between Circular Quay near Stand E (under the Cahill Expressway) and the Vehicle Concourse on Ground Level at Sydney Opera House for certain performances as follows:

##### Before Performances:

Opera Theatre and Concert Hall

Bus starts 75 minutes before matinee and evening performances and runs continuously for 1 hour.\*

Drama Theatre

Bus starts 45 minutes before all matinee and evening performances and runs continuously for 30 minutes.\*

Playhouse

Bus starts 45 minutes before all evening performances and runs continuously for 30 minutes.\*

**After Performances:**

Opera Theatre and Concert Hall

Bus starts 10 minutes after the finish of performances and runs continuously for 45 minutes.\*

Playhouse and Drama Theatre

Bus starts 10 minutes after the finish of performances and runs continuously for 30 minutes.\*

\*Please note: there are no buses on Sunday evenings.

**2.1 Parking****Vehicle Concourse Parking – near Stage Door**

A limited number of accessible parking spaces are available on the Vehicle Concourse on Ground Level near Stage Door for holders of a current RTA accessible parking permit; a fee of \$15.00 applies. To check availability please contact 61 2 9250 7185 Monday to Saturday 9:00am till 8:30pm, Sunday 10:00am till 6:00pm (subject to alteration).

Please ensure you have your RTA details (RTA permit number and expiry date) and credit card ready before calling.

**Drop off Points**

There are a number of accessible drop-off points for people with disabilities and older people unable to walk long distances.

Patrons in taxis or private vehicles can be dropped off at the small onsite roundabout near under the covered Vehicle Concourse on Ground Level. They can then proceed via the public lift located in the new corridor on the Ground Level (at the top of the escalators) to the Concert Hall, Opera Theatre, Utzon Room, Box Office, Guided Tours Desk, Information Desk, Theatre Bars and Guillaume at Bennelong (limited access).

To access the Western Theatres, patrons may also be dropped off at the on-site roundabout on the western roadway.

For safety and ease of access to a kerb ramp, patrons are advised to exit a taxi or private vehicle on the left hand side.

As a security measure on entry to the site, all vehicles (including taxis and private vehicles) are required to stop at the Main Gate to confirm their access requirements with the Security Officer.

For more information contact the Sydney Opera House Information Desk via email: [infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com) or call on 61 2 9250 7343.

Customers who are deaf or have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7543
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7343
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7343

### **Sydney Opera House Car Park**

Wilson Parking manages and operates Wilson's Sydney Opera House Car Park, which is a public car park serving Sydney Opera House visitors and ticket buyers, as well as visitors and residents of East Circular Quay and Macquarie Street. Being a public car park, availability is difficult to predict and may be limited, especially at times of busy activity at Sydney Opera House and its surrounding areas. Sydney Opera House recommends that those wishing to use this car park arrive early.

Wilson's Sydney Opera House Car Park is located at 2 Macquarie Street (northern end) with vehicular access adjacent to the Sydney Opera House Forecourt.

There are 11 accessible parking spaces on Level 1 and 12 spaces on Level 6 of the car park for holders of RTA Mobility Parking Scheme permits. Car spaces on Level 6 also have direct wheelchair access to lifts. There is undercover access to Sydney Opera House Lower Level from the car park. The car park is open 6:00am to 1:00am seven days.

To confirm pricing please visit [www.wilsonparking.com.au](http://www.wilsonparking.com.au)

Subscribe to The Australian Ballet or Sydney Symphony and receive a discount on your night parking at the Sydney Opera House Car Park.

If Wilson's Sydney Opera House Car Park is full, the closest public car parks to Sydney Opera House are:

- The Chifley Tower, entrance via Bent Street
- 155 George Street, The Rocks
- Intercontinental Hotel car park, Phillip Street

## Getting Around the House

### 3.0 General Access











#### Public Lift

The new public lift connects the Lower Level to the Ground Level and to the Upper Level. Patrons can enter the lift via the new corridor near the escalators on the Lower Level and also in the Western Foyer via the new corridor on the Ground Level (at the top of the escalators). This enables visitors to travel along an accessible path undercover to the Playhouse, The Studio and Drama Theatre for the first time and provides access to the Main Box Office, bypassing 42 steps.

#### Public Lift Level

#### Venues/Facilities

Public Lift Level	Venues/Facilities
<b>Upper Level</b>   	Main Box Office, Guided Tours Desk, Information Desk, Utzon Room, escalator to Opera Theatre and Concert Hall, Bistro Mozart, Guillaume at Bennelong (limited access), Accessible toilets.    For wheelchair access to the Opera Theatre and Concert Hall see staff at the Information Desk (in the Box Office Foyer). Staff will further assist you via lift to access these venues.
<b>Ground Level</b>  	Western Foyers, Playhouse, The Studio, Drama Theatre, Lower Box Office (opens 1 hour prior to performances in these theatres - please use Main Box Office at other times), Accessible toilets, public telephones, complimentary taxi phone service, seating.
<b>Lower Level</b>  	Opera Bar, Sidewalk Café, Shops, Tours Meeting Point, Toilets, Accessible toilet, car park, ATM, public telephones.

#### Concert Hall and Opera Theatre Escalators

Two new escalators now connect the Upper Level to the Opera Theatre and Concert Hall South Foyers.



## Wheelchair Access to the Concert Hall and Opera Theatre

Wheelchair access to both the Concert Hall and Opera Theatre is via staff assisted lift access from the Information Desk located at the Upper Level next to the Main Box Office. Front of House staff situated at the Information Desk will accompany patrons via lift access to the Concert Hall and Opera Theatre.

Sydney Opera House staff are happy to provide patrons with assistance, however staff are unable to lift or carry patrons for safety reasons. We recommend that patrons requiring this type of assistance are accompanied by a companion. Please note that all patrons (including companions and carers) must have tickets to be admitted into a performance space.

For enquiries email [infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com) or go to the Information Desk on the Upper Level, usual operating hours 10.00am – 8.00pm daily. Closing times may vary between 5.00pm and 8.00pm according to performances.

If the Information Desk is closed, Sydney Opera House staff in the foyers will be happy to provide assistance. The Host at Stage Door can also be contacted by telephone 9250 7400 until final performances' finishing time.

## Accessible paths of travel

An accessible path of travel exists from the right side of the southern entrance (Circular Quay side of the site) providing wheelchair access to the Forecourt, Ground Level, Western Broadwalk (for access to the Western Foyer, Drama Theatre, The Studio and Playhouse) and Northern Broadwalk and to the Royal Botanic Gardens.

The ramp on the left side of the southern entrance (adjacent to the sea wall) provides wheelchair access to the Lower Level and access to the Opera Bar, Sidewalk Café and Bar, Sydney Opera House Shop, Purely Australian Clothing and Barrington's.

Direct undercover wheelchair access to the Lower Level is also available from the car park. Accessible parking spaces are located on Level 1 or Level 6 of the car park.

For visitors who are familiar with the site, the Stage Door assisted access path from the Lower Level into the building is no longer in use. This has been replaced by the new public lift, which provides unassisted public access between the Lower Level, Ground Level (Western Foyer) and Upper Level (Main Box Office).

Staff assisted lift access from the Information Desk is provided to the Concert Hall and Opera Theatres.

Staff assisted lift access to the Utzon Room is also provided at the Utzon Room entrance.

### 3.1 Accessing Venues



#### **Concert Hall**

The Concert Hall is the largest interior venue. Whilst primarily for symphonic performances, the Concert Hall also features a wide variety of musical work including prominent touring artists, popular and world music.

Wheelchair access to the Concert Hall (located on the Upper Level) is via the public lift from the Lower and Ground Levels, and then via staff assisted lift access from the Information Desk. There are four wheelchair accessible positions available in the Concert Hall.

A new escalator now connects the Upper Level to the Concert Hall South Foyer.



#### **Opera Theatre**

Most suitable for opera, ballet, contemporary dance and musicals, the Opera Theatre is a proscenium arch lyric theatre with an orchestra pit accommodating up to 70 musicians.

Surtitles in English are projected above the stage for most productions. Please enquire at the time of booking.

Wheelchair Access to the Opera Theatre located on the Upper Level is via the public lift from the Lower and Ground Levels, and then via staff assisted lift access from the Information Desk. There are four wheelchair accessible positions available in the Opera Theatre.

A new escalator now connects the Upper Level to the Opera Theatre South Foyer.

#### **Western Foyer Theatres**



#### **Playhouse**

Best suited for single-set productions, small musical and dramatic productions, it is an excellent venue for chamber music, film screenings and spoken word presentations.

Two new stair lifts have been installed in the Playhouse theatre. The stair lifts feature fold-out seats allowing them to be used by patrons using wheelchair and less mobile patrons. Four accessible wheelchair positions are available at the mid theatre entry level. Bookings are essential. Please discuss your access requirements with our staff at the time of booking.

Enter from the Western Broadwalk via the Colonnade outside the Western Foyer. For undercover access, patrons can enter the Western Foyer via the public lift located in the new corridor next to the escalators on the Lower Level, and directly via the new corridor next to the escalators on the Ground Level.



### **Drama Theatre**

Medium sized proscenium arch theatre, most suitable for drama, dance and small scale musical productions as well as spoken word presentations.

Four wheelchair accessible positions are available in the Drama Theatre. Bookings are essential. Please discuss your access requirements with our staff at the time of booking.

Enter from the Western Broadwalk via the Colonnade outside the Western Foyer. For undercover access, patrons can enter the Western Foyer via the public lift located in the new corridor next to the escalators on the Lower Level, and directly via the new corridor next to the escalators on the Ground Level.



### **The Studio**

Contemporary performing arts venue, situated between the Playhouse and Drama Theatre on the Western Broadwalk. This intimate, flexible venue is designed primarily for contemporary performance and new music. It is also suitable for cabaret, small theatrical productions and spoken word presentations. This theatre has 10 wheelchair accessible positions available on the gallery and stage level. Please discuss your access requirements with our staff at the time of booking.

Enter from the Western Broadwalk via the Colonnade outside the Western Foyer. For undercover access, patrons can enter the Western Foyer via the public lift located in the new corridor next to the escalators on the Lower Level, and directly via the new corridor next to the escalators on the Ground Level.



### **Utzon Room**

This stunning new venue is the first Sydney Opera House interior designed by architect Jørn Utzon, who was the original architect for Sydney Opera House. It is a multi-purpose venue equipped with quality acoustics suitable for a range of events from performances to functions.

Located on the Upper Level, the Utzon Room can be reached via the public lift from the Lower and Ground Levels (which takes 42 steps). Access to the Utzon Room for customers using wheelchairs is then via staff assisted lift access.

There are unlimited wheelchair accessible positions available in the Utzon Room.



### **The Forecourt**

This is a spectacular open-air venue with breathtaking harbour views. The world famous white sails provide a striking backdrop and unmistakable association with the Sydney Opera House.

The venue is used for concerts by artists including Crowded House, Buena Vista Social Club and Bjork, and for special events such as New Year's Eve and screenings of live performances by The Australian Ballet and Opera Australia.

The Forecourt has a granite cobblestone surface and measures approximately 85m x 25m.

Wheelchair seating varies depending upon the production. Please enquire when booking.

### **Feedback Welcome!**

Every effort has been made to ensure that information in this guide is up-to-date at the time of publication. To ensure that future guides are as helpful as possible we welcome your feedback.

If you have any comments or suggestions, please complete the feedback form on our website [sydneyoperahouse.com](http://sydneyoperahouse.com). An email will be sent to us for response, with a copy emailed to you for your records.

Alternatively you can provide feedback via e-mail:  
[infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com) or 61 2 9250 7111.

Customers who are deaf or have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7111
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7111
- Internet relay users connect to NRS [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for 9250 7111

## **Access Facts**

### **Our Commitment**

- Access Strategic Plan 2009-12 and initiatives approved by Sydney Opera House Trust (2009)
- Quarterly Access Newsletter launched online (2008)
- Accessibility awareness sessions integrated into regular staff induction program (2007)
- Disability awareness training sessions conducted annually for frontline customer service staff (2006)
- Program Manager Accessibility recruited (2006)
- Sydney Opera House hosted AART.BOXX, a public exhibition of works by artists under 25 with a disability (2006)
- Ticketing policy implemented for patrons using wheelchairs including concession tickets and companion seating policy (2005)
- 400 people attended Sydney's first disability friendly nightclub event 'Club Wild' in The Studio (2004)
- Access training conducted for front line customer service staff on a regular basis with the assistance of Accessible Arts (2004)

### **Accessible Services**

- Companion Card recognised for performances hosted by Sydney Opera House Presents, The Essential Tour (including Access Tour) and performances of The Australian Ballet, Sydney Symphony and Sydney Theatre Company (2009)
- Induction Loop installed at Box Office counter windows on Box Office level (2009)
- Access Diary launched online providing information on upcoming assisted performances (captioned or audio described) (2008)
- Theatre Access Guide Brochure available at key points onsite and mailed out with performance tickets (2008)
- Sydney Opera House Access Guide available (2006)
- Installation of FM assisted listening devices in all venues (2006)
- Free 22 seater wheelchair accessible mini bus transporting elderly and less mobile customers between Circular Quay and Sydney Opera House (2004)
- Audio Description Service for people who are blind or visually impaired implemented in partnership with Vision Australia, Sydney Theatre Company and other presenters for selected performances in the Drama Theatre, Playhouse and The Studio (2000)

### **Accessible Facilities**

- Disability services and access to our theatres significantly improved with a new public lift, escalators to Opera Theatre and the Concert Hall, and the installation of new stair lifts on entry into the Playhouse(2009)
- The Accessibility and Western Foyers Project transformed the old western foyers into a new stylish and functional space providing

patrons with additional amenities including two new accessible toilet facilities and a significant increase in the capacity of the female toilets(2009)

- Accessible seating increased in The Studio (seating reframed for quick release to accommodate more wheelchair seating), Playhouse and Drama Theatre (four new wheelchair positions integrated into main body of seats) (2009)
- Lift access provided to the Utzon Room (2004)
- Accessible toilet facilities created in the Box Office Foyer (2004)